

	<b>INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE MANUAL</b>	
	<b>Chapter 3: Intake</b>	<b>Effective Date:</b> November 1, 2005
	<b>Section 3: Service Request Intake Reports</b>	<b>Version:</b> 1

## POLICY

- The Indiana Department of Child Services (DCS) will coordinate **voluntary** services for those families that experience issues that may compromise the health and well-being of a child, yet do not rise to the level of alleged or suspected child abuse/neglect (CA/N). See separate policy, [Statutory Definition of CA/N](#).
- DCS will create a Service Request Intake Report for all service requests, regardless of whether DCS will or will not be funding the services.
- A DCS Family Case Manager (FCM) will monitor the family's voluntary participation in the services if the services are paid for with DCS funds. *Exception: If there is a contract in place with a service provider, DCS will monitor the contract, not the family's participation.* (See separate policy, [Monitoring Voluntary Services](#))

### Code References

- N/A

## PROCEDURE

### ***The intake worker will:***

#### Third Party Requests

Depending upon the situation, the intake worker will respond to the third party calling with a concern about a family by either:

1. Asking the third party to ask the family to contact DCS directly; or
2. Giving the third party contact information for one or more appropriate service providers and asking the third party to give the information to the family; or
3. Taking the information about the family and advising the third party that DCS will review the report and take appropriate action.

#### All Requests (Third party or self-referrals)

1. Gather and document as much information as possible about the child's condition and the family's issues.
2. Gather the family's contact information, if known.
3. Create a **service request intake report (310 SR)** in ICWIS. The intake report must be completed in ICWIS no later than 24 hours after the conclusion of the initial call.
4. Do one of the following:
  - a. Make a referral for services by providing the contact information of a provider. Forward the intake report to the intake supervisor so that it may be approved and closed. No further action is required if DCS funds will not be used to pay for the services; or

- b. Deliver the intake report to the intake supervisor for review and possible assignment. The report may be delivered electronically or in hard copy.

#### Self-Referrals Only

1. Let the family know how soon someone will be in contact to complete an assessment and make a referral for services, if applicable.

#### ***The intake supervisor will:***

1. Review the information contained on the report and do one of the following:
  - a. Contact the third party or family and make a referral for services by providing the contact information of a provider. "Approve" the intake report (310). No further action is required if DCS funds will not be used to pay for the services;  
**or**
  - b. If a self-referral, open a service case and assign to an FCM for further assessment; **or**
  - c. Override the intake worker's recommendation of "service request" and assign the report to an FCM for a CA/N investigation (assessment) if the supervisor determines the circumstances do rise to the level of alleged or suspected CA/N. Follow procedures in separate policy, [Supervisory Review of CA/N Intake Reports](#).

### **PRACTICE GUIDANCE**

#### **Special Note: Voluntary Services**

Based on the premise that government should intervene in families' lives only when it is absolutely necessary, DCS will move away from providing and monitoring (i.e. conducting an assessment, developing a plan, providing follow-up, etc.) voluntary services. DCS Regional Services Councils will develop a statewide network of community providers. Once DCS has a sufficient network in place, DCS will refer families who are not the subjects of substantiated child abuse/neglect investigations to community providers to receive voluntary services. DCS will monitor service provider contracts, not individual family participation. This will allow family case managers to focus on assessing and supporting those families who are participating in formal interventions as a result of CA/N substantiations.

#### **Finding Community Resources (Service Providers)**

Consider the following sources for information:

- Printed and online local community resource directories
- Indiana 2-1-1 (dial 2-1-1; not available in all counties) or local I&R hotlines
- Experienced DCS supervisors and FCMs

#### **Examples of Service Requests**

Examples include but are not limited to:

- A mother requests assistance with a safety plan; Her oldest child is returning home from juvenile detention for molesting a neighborhood child and there are younger children living in the home.
- Requests for help for children who are a danger to themselves or others.
- Requests for help for children who are adjudicated as delinquent or status offenders, but for whom DCS is given fiscal/supervisory responsibilities (by the courts).
- Requests received through the Interstate Compact on the Placement of Children (ICPC).

<b>FORMS AND TOOLS</b>
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- Service Request Intake Report (310 SR) – available in ICWIS

<b>RELATED INFORMATION</b>
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- N/A